



Our mission is to provide safe shelter and help people improve the quality of their lives as they move beyond homelessness.

Visit shelterhouseiowa.org to learn more!

Title: Shelter Coordinator

Position Summary: Shelter Coordinators are responsible for direct client support with individuals who are experiencing homelessness in an emergency shelter setting. The Shelter Coordinator team will be responsible for maintaining and regulating the facility as well as ensuring a safe and healthy environment. Evening and overnight hours are available.

Reports To: Shelter Manager

Key Responsibilities:

- Provide a welcoming environment to clients, donors, volunteers, and the general public.
- Complete the intake process for people who are new and staying in emergency shelter.
- Intervene and appropriately de-escalate crisis situations.
- Distribute donations to individuals in need.
- Provide oversight and supervision so that a safe and healthy environment is maintained at all times.
- Communicate information regarding services and other housing interventions to clients.

Other Responsibilities:

- Maintain an organized, clean and productive work environment.
- Ensure that all services are confidential and no information is shared without consent.
- Other duties as assigned.

Position Qualifications:

- Minimum of high school diploma or GED.
- 1 year of experience working with persons in poverty or with disabilities preferred.
- Positive attitude and patience.
- Ability to work under pressure.
- Effective written and verbal communication skills.

Compensation: Commensurate with experience. Shelter Coordinators are full or part-time positions that work a variety of evening and overnight shifts beginning in December and ending in March. Overnight availability is required.

Interested applicants should send their resume, a cover letter directed to Faith Walker, Shelter Manager, and a list of three references to HR-staff@shelterhouseiowa.org. The positions will be filled as candidates are identified and interviewed. Shelter House is an Equal Opportunity Employer.